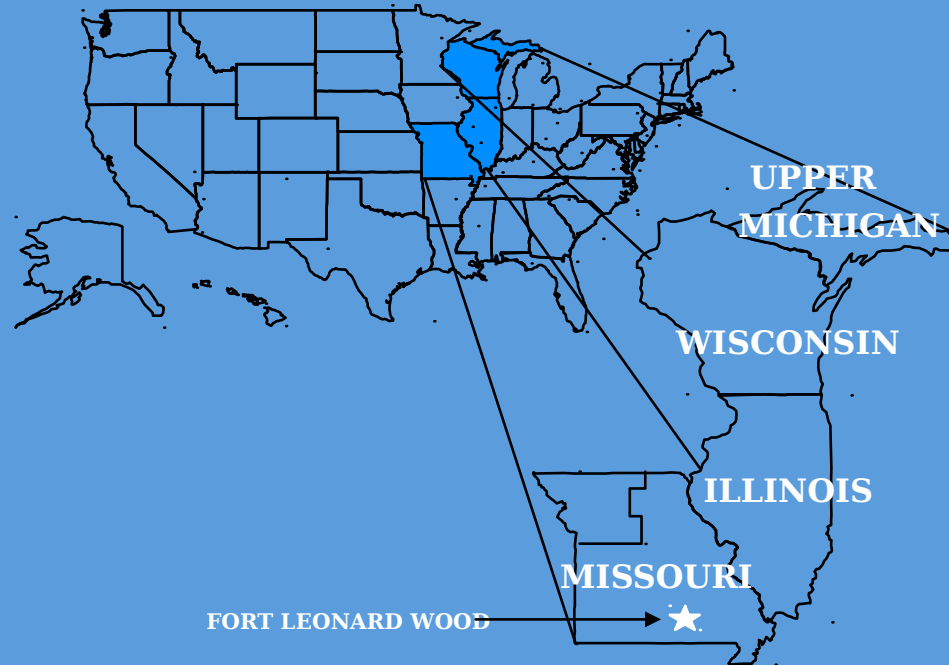


FORT LEONARD WOOD CASUALTY AREA COMMAND



CASUALTY NOTIFICATION OFFICER'S TRAINING

Personal

Quality

Service



PURPOSE

To provide Casualty Notification Officer (CNO) personnel training that will assist them in their difficult duties of personal notification of casualty to the next of kin.

CASUALTY OPERATIONS

- **Casualty operations consists of 3 major components**
 - **Casualty Reporting**
 - **Casualty Notification**
 - **Casualty Assistance**
- **Casualties are reported by Casualty Area Commands (CAC)**
 - **27 CONUS**
 - **8 OCONUS**
- **CACs are responsible for all reports of casualty, next of kin notifications, and casualty assistance within their area of responsibility**

WHAT IS A CASUALTY?

Any person who is lost to an organization by reason of having been declared beleaguered, besieged, captured, deceased, diseased, detained, DUSTWUN, injured, ill, interned, missing, missing in action, or wounded.

WHO IS REPORTABLE?

- **Active duty military**
- **USAR/ARNG en route to/from/participating in Active Duty Training (AT, ADT, FTNGD, IADT, ADSW, SADT, TTAD, or IDT)**
- **Army retirees**
- **Soldiers separated from the Army within 120 days**
- **DA civilian employees OCONUS and CONUS TDY**
- **DA dependents OCONUS**

REPORTING OF A CASUALTY

- **CAC is notified of an incident by:**
 - **Unit commander/representative**
 - **Police (civilian/military)**
 - **Medical treatment facility**
 - **Another CAC**
- **CAC confirms incident**
- **CAC collects personnel information**
- **CAC produces initial casualty report**
- **CAC/DA Casualty Operations Center coordinate all actions**

CASUALTY NOTIFICATION STANDARDS

- *Personal* notification to PNOK/SNOK of all deceased/missing persons as listed on casualty's DD Form 93 (Record of Emergency Data)
- Notification officer will be in Class A uniform
- Notification officer will be an Army officer, warrant officer, or senior enlisted noncommissioned officer
- Notification will be conducted between the hours of 0600 - 2200 hours
- PNOK will be notified prior to SNOK

DETERMINING NEXT OF KIN (PRIMARY/SECONDARY)

- **The PNOK is the person most closely related to the casualty. The following order of precedence is used to identify the PNOK**
 - **Spouse**
 - **Natural, adopted, step, and illegitimate children**
 - **Parents**
 - **Persons standing in loco parentis**
 - **Persons granted legal custody of the individual by a court decree or statutory provision**
 - **Brothers or sisters, to include half-blood and adopted**
 - **Grandparents**
 - **Other relatives in order of relationship to the individual according to civil laws**
 - **If no other persons are available, the Secretary of the Military Department may be deemed to act on behalf of the**

NOTIFICATION OFFICER DUTIES

- **Represents the Secretary of the Army**
- **All duties performed in a timely, professional, dignified, and understanding manner**
- **Will pass only confirmed information--it is important that all NOK received the same information about the casualty incident**
- **Informs PNOK that a Casualty Assistance Officer will be assigned**
- **Informs family not to make any disposition/funeral arrangements until they have been briefed by a Casualty Assistance Officer**

NOTIFICATION OFFICER DUTIES (Continued)

- **Will coordinate all activities with the CAC**
- **Will complete notification within 4 hours. If unable to do so, will keep CAC abreast of the situation**
- **Will call the CAC immediately to confirm completed notification--notification to other NOK is dependent upon confirmation phone call**
- **Obtain a confirmed 45-day address for the NOK**
- **Complete notification worksheet**
- **Communicate with CAO**

THE NOTIFICATION

- **Prior to departure, the CAC will provide you the name, relationship, and address of the NOK you will notify along with the circumstances of the incident**
- **Learn/memorize as much as you can about the casualty and the incident--it looks better if you don't always have to refer to your notes**
- **If the NOK are not at home, call the CAC for instructions--do not leave the area!!!!**
- **When delivering the notification, be as natural as possible in speech, manner, and method of delivery--do not rush or read the script**
- **Only present the facts, do not offer your opinion, personal conjecture, or prior**

THE NOTIFICATION - SCRIPT 1

- Deceased notification, positive identification (PID) confirmed
 - PID confirmed is the norm
 - Confirmed by ID card, personal identification, driver's license, and dental records
- NOK notified (this script may be used as a guide):

“The Secretary of the Army has asked me to express his deep regret that your son, Robert, was killed as a result of an automobile accident in Alexandria, VA, on September 23, 1998. He was driving north bound on I-95 when, for unknown reasons, he lost control of his car and crashed. He was pronounced dead at the scene by local authorities. The Secretary of the Army extends his deepest sympathy to you and your family in your tragic loss.”

THE NOTIFICATION - SCRIPT 2

- Deceased notification, positive identification (PID) pending--remains have been found, ID on body; PID not established
- NOK notified (this script may be used as a guide)

“The Secretary of the Army has asked me to express his deep regret that your daughter, Susan, is believed to have been killed in Alexandria, VA on June 16, 1998. A body matching Susan’s description was found in Fort Hunt State Park. Cause of death at this time is under investigation. Local authorities are currently trying to establish positive identification. You will be notified as soon as it has been established. The Secretary extends his deepest sympathy to you and your family during this trying period.”

- Additional personal notification is required when PID has been confirmed

THE NOTIFICATION - SCRIPT 3

- **Deceased notification, “believed to be” -- helicopter crashes and sinks into Great Salt Lake, UT. Manifest lists soldiers on board. No bodies recovered.**

- **NOK notified (this script may be used as a guide)**

“The Secretary of the Army has asked me to express his deep regret that your husband is believed to have been aboard an Army helicopter that crashed at 7:00 a.m., this morning, in Utah. The flight manifest lists your husband, Richard, as being on board. No bodies have been recovered. You will be advised as more information becomes available. The Secretary extends his deepest sympathy to you and your family during this trying period.”

- **Additional personal notification is required when bodies are recovered**

CONCLUSION

- **Do not wait for the call to begin getting ready**
 - **Class A uniform must be ready**
 - **Read notification guide**
 - **Review AR 600-8-1, Chapter 4 (Casualty Operations/Assistance/Insurance)**
- **The more prepared you are, the less stressful the task will be!**
- **Be ready to GO!**